

W-02514A-14-0343



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2015 - 122811

Date: 6/17/2015

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: John      Last: Emery

Account Name: John Emery

Street:

City: Green Valley

State: AZ      Zip: 85614

Home:

Work:

CBR:

is:

AZ CORP COMMISSION  
DOCKET CONTROL

2015 JUN 19 A 4:57

RECEIVED

Utility Company: Quail Creek Water Co., Inc.

Division: Water

Contact Name: Steve Soriano

Arizona Corporation Commission

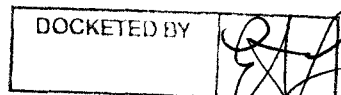
DOCKETED

Contact Phone:

Nature of Complaint:

JUN 19 2015

\*\*\*\*\* W-02514A-14-0343 \*\*\*\*\*



Customer sent the following -

I wish to express my objection to the water rate increase proposed by AZCC. It is extremely unfair. Our community is a retirement community, and I would estimate 90% of the homes are occupied by two adults. Water consumption I estimate would be very similar in all households except those homes with swimming pools. The size of the meter does not affect consumption. In spite of this, AZCC proposes to divide the cost of water services into two groups for no apparent reason.

I agree an increase in the charge for water services is justified. However, I think it only fair that the rate be increased based solely on consumption, so that all residents pay the same amount based on the amount of water they actually use.

I urge the AZCC to reconsider the currently proposed rate increase and instead propose a rate that is fair, based on the amount of water actually used.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 6/17/2015

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Opinion No. 2015 - 122811

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W-02514A-14-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122810

Date: 6/17/2015

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Mark and Julianne Haupt

Account Name: Mark and Julianne Haupt

Home:

Street:

Work:

City: Green Valley

CBR:

State: AZ Zip: 85614

is:

Utility Company: Quail Creek Water Co., Inc.

Division: Water

Contact Name: Steve Soriano

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02514A-14-0343 \*\*\*\*\*

Customer sent the following -

Water rates should be based solely on consumption, not the size of the house's meter (1" vs 5/8"). It is not fair to change more (significantly more) to households with a 1" meter. The size of the meter does not matter! Only consumption matters. Chose the same rate for every household. Thank you.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 6/17/2015

Opinion No. 2015 - 122810

W-02514A-14-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122809

Date: 6/17/2015

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: F. Lloyd and Joan L. Brown

Account Name: F. Lloyd and JoanL. Brown

Home:

Street:

Work:

City: Green Valley

CBR:

State: AZ Zip: 85614

is:

Utility Company: Quail Creek Water Co., Inc.

Division: Water

Contact Name: Steve Soriano

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02514A-14-0343 \*\*\*\*\*

Customer sent the following -

We live in a two story model, we do not see that the propose increase is fare as there is still only two people living in our home. It's not the size of the meter, it's the gallons used that should determine the increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 6/17/2015

Opinion No. 2015 - 122809

W-02514A-14-0343

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2015 - 122808

Date: 6/17/2015

Complaint Description:      08A Rate Case Items - Opposed  
   N/A Not Applicable

First:

Last:

Complaint By:      **Nancy and Peter**      **Lammers**

Account Name:      Nancy and Peter Lammers

Home:

Street:

Work:

City:      Green Valley

CBR:

State:      AZ      Zip: 85614

is:

Utility Company.      **Quail Creek Water Co., Inc.**

Division:      Water

Contact Name:      Steve Soriano

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02514A-14-0343 \*\*\*\*\*

Customer sent the following -

I understand that need to raise rates, but we are a two person household with a 1" meter. I am against raising the rate on a 1" meter, because we use, no more water than those with a 5/8" meter. Please do not differentiate between the two sizes. Thank you.

\*End of Complaint\*

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 6/17/2015

Opinion No.      2015 - 122808

W-02514A-14-0343

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2015 - 122807

Date: 6/17/2015

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
David and Irene      Silverman

Account Name:      David and Irene Silverman

Home:

Street:

Work:

City:      Green Valley

CBR:

State:      AZ      Zip: 85614

is:

Utility Company:      Quail Creek Water Co., Inc.

Division:      Water

Contact Name:      Steve Soriano

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-02514A-14-0343 \*\*\*\*\*

Customer sent the following -

The proposed rate increase should be applied equitably to all customers. Yet it stands now, those of us with the larger meters will pay significantly more for both the monthly fee and water usage. Why are the 5/8" meters customers facing only a 40% increase in the monthly fee, while the users with 1' meters face a 80% for the monthly fee. Additionally the 5/8" meter users will be charged \$3.00 per thousand while the 1" meter uses will be charged \$4.00 per thousand for the first tier. The filing provides no explanation for or impact of this large difference. The document does not include information as to the rate impact or provide a Typical Bill Analysis for the 1" meter customer, only the 5/8" meter

Respectfully request the board to address the discrepancies in the proposed rate structure, and have the Quail Creek Water Company explain the difference and the impact on the 1" meter user as we as a typical bill analysis to obtain the full picture.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 6/17/2015

Opinion No.      2015 - 122807

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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